

FINAL

Subject: **2013 JX35 Bumper Armature Inspection
Retailer Inventory Inspection**

Attention: **Retailer Principals, Sales, Parts and Service Managers**

******* Retailer Inventory Inspection Announcement *******

Infiniti is conducting a Retailer Inventory Inspection on certain specific 2013 Infiniti JX35 vehicles to verify that the armatures behind both the front and rear bumper fascias are installed.

IMPORTANT:

Infiniti strongly urges retailers to inspect any vehicles in their inventory before they are retailed.

If armatures are NOT found on an inspected vehicle, Retailers are instructed to send an e-mail with pictures and VIN to NNAFQASUPPORT@Nissan-USA.com for confirmation, hold the vehicle, and await further direction.

******* Vehicle Identification – Retailer Inventory *******

2013 Infiniti JX35 vehicles subject to this action can be identified through two methods:

- **Service Comm** – Beginning October 31, 2012, Retailer service departments can complete an inquiry on Service Comm – Campaign I.D. PC193 - to determine an affected vehicle.
- **VIN List** – as a courtesy, posted with this announcement is a list of affected VINs by region, district and assigned service Retailer.

******* Retailer Responsibility *******

It is the retailer's responsibility to check SERVICE COMM – I.D. PC193 – for the status on each vehicle falling within the range of this retailer inventory inspection which is currently in their retailer's inventory. Infiniti strongly urges retailers to inspect any vehicles in their inventory before they are retailed.

******* Inspection Instructions *******

Infiniti Retailers should perform the inspection only on vehicles specifically identified in Service Comm. Infiniti has published technical inspection procedure instructions with claim information. These instructions are available on NNA.net.com under My Documents Sales>Campaigns>, Parts>Campaigns>, Service>Campaigns> categories.

Infiniti Parts & Service Retailer Support
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